UAS
University Administration and Services

UNIVERSITY OF OXFORD

_____

Summary

Job title	Assessment Supervisor
Division	Academic Administration Division
Department	Student Registry
Location	Examination Schools, High Street, Oxford
Grade and salary	Grade 5: £28,759-£33,966 per annum (An Oxford University Weighting of £1500 per annum (pro rata) to be applied from 1 August 2024)
Hours	Full time
Contract type	Permanent
Reporting to	Senior Assessment Supervisor
Vacancy reference	175104
Additional information	

The role

This post is for a supervisor role within the Examination Operations team in the Student Assessments section. It is a varied role that encompasses key areas of examinations administration. It involves significant interaction with staff and students from across the university, including providing advice and guidance, presenting at events and collaborating with stakeholders, and opportunities to work on the forefront of innovation in assessment, supporting the University's examination planning and delivery.

The Supervisor line manages up to two other members of staff, including temporary staff, and will take responsibility for discrete areas of work within the Examination Operations team, ensuring that day to day activities are carried out effectively, and are sufficiently coordinated with the work of other teams within the section. Although responsible for particular areas of work, an all-round understanding of all areas within the remit of the Student Assessments section is required.

This post requires someone who embraces change and enjoys challenging, fast-paced work. It presents an ideal opportunity for developing a career in University administration and gaining a deeper understanding of different areas of the examinations and assessments arena.

The post holder must be proactive in their approach to planning and organising their own work, with the ability to multi-task between tasks. Excellent written and verbal communication skills, as well as experience in delivering communications activity for a range of audiences is essential, as is experience of using a range of IT packages.

Responsibilities

1. Assessment planning and oversight

a) Provide guidance and support on processes relating to assessment planning and delivery to departmental colleagues, colleges, and other members of the University.

b) Work on one or more of the specialist software applications that are used to manage assessments in the University, to ensure that processes run smoothly, appropriate records are maintained, and data integrity is supported.

c) Produce ad-hoc statistics on assessment-related activity, including gathering data from different sources.

d) Assist the Deputy Head of Examinations and Assessments in ongoing process improvements and the implementation of new systems, policies and procedures.

2. Assessment day activities

a) Support students prior to, during, and after their assessment day activities, whether that is online submission of taught coursework, research degree submission, or completing an in-person or online examination.

b) Provide expert and timely support to departments, coordinating with colleagues across the Student Assessments team, to ensure the optimal student and staff experience in completing assessments.

3. Other activities

a) Line manage up to two members of staff, including temporary staff, and oversee their work and development.

b) Oversee processes relating to record retention, document sharing, and management of examination materials.

c) Contribute to staff and student-facing events including mock exams, orientation sessions, briefings and exam preparation sessions, preparing and delivering presentations, and supporting regular maintenance of the website.

d) Facilitate the collection of feedback in relation to new processes and developments, and gathering and analysing information to ensure Student Assessments continues to meet stakeholder needs.

e) Handle written, telephone and in-person enquiries, ensuring the delivery of accurate and appropriate guidance in the most appropriate form, whether practical or written, based on the audience.

f) May be required during busy period to transfer to other duties or responsibilities within Student Registry, commensurate with the level of the post and according to operational requirements.

Selection criteria

Essential selection criteria

1. Strong level of education or equivalent experience.
2. Excellent communication skills, with the ability to communicate policies or processes to stakeholders both orally and in writing.
2. Excellent IT skills, which includes an enthusiasm and ability to learn new systems quickly.
3. The ability to work independently, and proactively identify and suggest solutions to problems.
4. Experience of communicating clearly and empathetically with key customers (such as students, administrators and examiners), to provide a positive, supportive experience.
5. Good team working skills.
6. The ability to work within tight deadlines or under pressure, while maintaining a high level of attention to detail.
7. Previous experience of working with confidential information in a discrete and effective manner.

Pre-employment screening
Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford
Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Student Registry
Student Registry is responsible for the running of the University's examinations; managing the student record held on the SITS student record system (records are held on 122,000 current and past students, with 140 data items on each; and reporting and analysing student data). This work is achieved and undertaken by six teams:

Academic Records Office
Degree Conferrals Office
Data Quality Team
Student Assessments
Student Data Management and Analysis
Student Immigration

To maintain the student records, the Student Registry works closely with colleges and departments to obtain and update the data, manages the Student Registration process and carries out monitoring and exception reporting, including work to produce the annual returns to the Higher Education Statistics Agency (HESA). The Section manages all aspects of the University's examinations from the configuration of assessments in SITS to the publication of results: including the entering of students onto assessments, the running of those assessments (both examinations and submissions), examiner appointment, and management of student examination alternative arrangements. It also oversees the administration processes underpinning the research student examination. Student Registry is responsible for verifying student degrees and working with colleges and the Proctors' Office to facilitate the running

of the University's Degree Ceremonies. The team develops reports for staff accessed through SITS eVision and Tableau, and for the public via the web, responds to FOI requests, and works with admissions offices and Education Policy Support to analyse applicant and student data to support the formulation of a range of policies ranging from widening participation to students' career destinations. The team also manages Tier 4 student visa compliance and offers expert advice and guidance on all student immigration matters. Student Registry coordinating the Orientation Programme for new European and international students and student surveys, including the Student Barometer and National Student Survey.

Student Assessments

The Student Assessments section is comprised of three teams: Examinations Operations, Coursework Submissions and Research Degrees, and Assessment Projects and Continuous Improvement, which between them provide a wide range of examination-related services to the collegiate University.

The section is responsible for administration and management of the following areas: appointment and payment of examiners for taught examinations; receipt of taught submissions, including reporting missing or late work; examination process for research and higher degrees including appointment of examiners, management of submission/resubmission and issuing leave to supplicate; management of examinations in two venues including timetabling, alternative arrangements, invigilation, examination paper preparation, and running the venues during examination periods; and a growing range of examination services including mock examinations, transcription service and the archive of examination scripts.

In any given academic year, the Examinations and Assessments team delivers over 50,000 examinations, processes c.4,500 examiner appointments for taught degrees, receives c27,000 taught submissions, and processes c.1,200 research examinations.

The team works closely with colleagues in Colleges, Departments, Faculties, Divisions, with other central services within and beyond Student Registry, and with the Proctors' Office, and together ensure the smooth running of all aspects of University examination and assessment activity, seeking continual process enhancement and service improvement.

The existing organisation structure of Student Registry and the Student Assessments team may be subject to change.

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly aadadminsupport@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See https://hr.admin.ox.ac.uk/my-family-care

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society